Insurance Institute of India, COI, Kolkata

Classroom Training Session on
Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases (CT)
28th December 2026

Program Concept and Objectives:

The Insurance industry has established various mechanisms to protect the rights of the customers of insurance and ensure fair treatment to them. This includes providing platforms for resolving customer grievances within insurance company, escalating unresolved complaints to the regulator, appointing Insurance Ombudsmen, enabling Alternative Dispute Redressal (ADR) mechanisms like arbitration and out of court settlements, in addition to the consumer for a, tribunals and judicial systems. IRDAI has mandated that Insurance companies have dedicated grievance redressal mechanisms to address these concerns promptly and effectively.

These mechanisms help in fostering customer confidence and maintaining trust in the industry by promoting accountability, fair practices and effective resolution of customer concerns. These also serve as a means to improve the overall quality of service provided by insurance companies, to ensure customer satisfaction and to maintain positive relationships with customers.

College of Insurance has designed this special program to sensitize the industry on these issues and provide knowledge about the working of the various mechanisms available to the customers.

Key Takeaways from the program: **The program is designed to provide the following:**

- **Awareness about Consumer Rights**
- **Knowledge to handle grievances effectively**
- **Understanding different types of Customer Grievances and their causes**
- **Understanding various dispute resolution mechanisms and functioning of the Insurance Ombudsman**
- **Awareness of Alternative Dispute Resolution methods in the insurance industry - Focus on Arbitration**

Participant Profile: **The program is designed for Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.**

Program Fees :

- **Non-residential participants: Total amount Required – Rs. 2950/- i.e. (Rs. 2500/- plus 9% CGST + 9% SGST).**
  (The fees cover tuition, course material and day boarding (i.e. breakfast, lunch and tea/coffee during tea breaks for actual days of training).)

Program Coordinator: **Mr. Subrata Ghoshal, Faculty, Email: ghoshal@iii.org.in, Contact: 8697265355.**

Program Date: 28 December 2026 | **Program Duration: 1 day (CT)** | **Program Time (IST): 10.30 am to 05.30 pm**

PROGRAM VENUE:
College of Insurance, Insurance Institute of India
2nd Floor – 2A & 2C, CBD/1,
Synthesis Business Park, Action Area II,
Newtown, Kolkata – 700 156.
OR
Please follow below link for Training Venue
Click Here

PROGRAM TEAM:

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